

Council Members

- Brad Porterfield, Chair
Consumer Representative,
Latino Community
Association
- Elizabeth Schmitt, Vice-Chair
Consumer Representative
- Mayra Benitez
Consumer Representative
- Conor Carlsen
Consumer Representative
- Karen Correa Vazquez
Jefferson County Public
Health
- Miranda Hill
Klamath County
Representative
- Linda Johnson
Community Representative
- Elaine Knobbs-Seasholtz
Mosaic Medical
- Tom Kuhn
Deschutes County Health
Services
- Theresa Olander
Consumer Representative
- Mande Seeley
Consumer Representative
- Stacy Shaw
Consumer Representative,
Crook County Health
Strategist



COMMUNITY ADVISORY COUNCIL

February 16, 2023

VIRTUAL

Video Conference Link In Calendar Invite

Conference Line: 1.669.900.6833

Meeting ID: 852 966 546#

Passcode: 400494#

- | | |
|--------------------|---|
| 12:00-12:20 | Welcome – Brad Porterfield (CAC) <ul style="list-style-type: none">• Land Acknowledgement• Meeting Practices• Introductions• Public Comment / Patient Story• Approval of Meeting Notes – January |
| 12:20-12:30 | CAC Members Small Group Breakout Session |
| 12:30-1:10 | Community Health Projects Debrief & Planning – MaCayla Arsenault (COHC) |
| 1:10-1:30 | PacificSource Community Solutions Redetermination – Tricia Wilder (PacificSource) |

Five Finger Voting:

0: No go! Serious concerns

1: Serious reservations, prefer to resolve concerns before supporting it

2: Some concerns but will go along with it

3: Support the idea

4: Strong support but will not champion it

5: Absolutely! Best idea ever, willing to champion it

“The overarching purpose of the CAC is to ensure the COHC remains responsive to consumer and community health needs.”—COHC CAC Charter

Land Acknowledgement

We recognize and acknowledge the indigenous land on which we live, work, learn, play, and grow. This is the land of the Warm Springs, Wasco, Northern Paiute, Tenino, Klamath, Molalla, and Yahooskin. We acknowledge them as the past, present, and future caretakers of this land. It is on their traditional land where we partner to improve the health and well-being of Central Oregonians. We aspire to be good guests honoring the concept in the Warm Springs culture: "This land is for you to know and live upon and pass on to the children."



Community Advisory Council (CAC) Meeting Changes: What to Expect

We want the CAC to be a warm and welcoming place for all. We want to ensure all CAC members feel comfortable to fully participate and contribute. To do this we are making some adjustments to how our CAC meetings are run. These changes are:

- Making the meetings less institutional and formal to create a warmer and more welcoming atmosphere. Examples are using more plain language, having more conversations and less presentations, and simpler voting instead of motioning.
- Renaming each attendee in Zoom with their role; either a CAC Member, Support Staff, or Guest. This will help easily identify who's who in the virtual space especially for guests and those members who are new.
- Asking all supporting staff from COHC, PacificSource, and the OHA to share why they are attending and what their role is in supporting the Community Advisory Council.
- Inviting all CAC members in attendance to share input during discussions and before decisions are made. We want to prioritizing Consumer Representatives and make sure all voices are heard. Guests in attendance are invited to contribute to the conversation when requested by the CAC Chair or Vice Chair.
- Building relationships between CAC members. We will be setting aside time at each meeting for CAC members to go into a virtual break out room, answer icebreaker questions or chat about anything they'd like.

Health news you can use



In this issue >

- Get your flu shot this fall
- How Traditional Health Workers can help
- Update your information
- COVID-19 updates to be aware of
- Diabetes is preventable and manageable
- And more!

Monday to Friday, 8:00 a.m. to 5:00 p.m.
October 1 to January 31: Every day, 8:00 a.m. to 5:00 p.m.
800-431-4135, TTY: 711. We accept all relay calls.
En Español: 866-281-1464
Email: CommunitySolutionsCS@PacificSource.com
Online: CommunitySolutions.PacificSource.com

Customer Service

<<Member Name>>
<<Address Line 1>>
<<Address Line 2>>
<<City>>, <<State>> <<Zip>>

You can get this document in another language, large print, or another way that's best for you. You can also request an interpreter. This help is free. Call 800-431-4135, TTY: 711. We accept all relay calls.

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Bend, Oregon 97701

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Don't let the flu foil your fun. Get your shot this fall.

In the U.S., flu season occurs in the **fall and winter**. If you want to enjoy upcoming holiday gatherings, and other fun activities, you'll want to stay well. One of the best ways to do that is by getting a flu vaccine.



Flu vaccines are safe and effective

Studies show that the flu vaccine helps slow the spread of the virus, and lessen its severity. Plan on protecting yourself, your loved ones, and your community by getting an annual flu shot—at no cost to you.



Where to go

Just bring your PacificSource member ID to your doctor's office or a participating pharmacy, including **Albertson's, Costco, CVS, Fred Meyer, Kroger, and Safeway**.

Don't see your favorite pharmacy listed? Call them and ask if they give \$0 flu shots to members. And if you're looking for a nearby pharmacy, you can find one at CommunitySolutions.PacificSource.com.



Questions?

You can reach PacificSource Customer Service at **800-431-4135** or by emailing cs@pacificsource.com.

Want to learn more? Visit our blog at Blog.PacificSource.com.



New website for OHP members coming soon

For more information regarding your OHP member benefits, our new website launches shortly. The new CommunitySolutions.PacificSource.com website will include sections on getting care and finding a doctor, plus a simplified approach to getting the most from your plan.

Is your member information up to date?

It is important to make sure both PacificSource and the Oregon Health Authority (OHA) have your most current information. This way we can be sure you receive the latest information about your benefits.

You can expect to get a letter in the mail from the Oregon Health Authority.

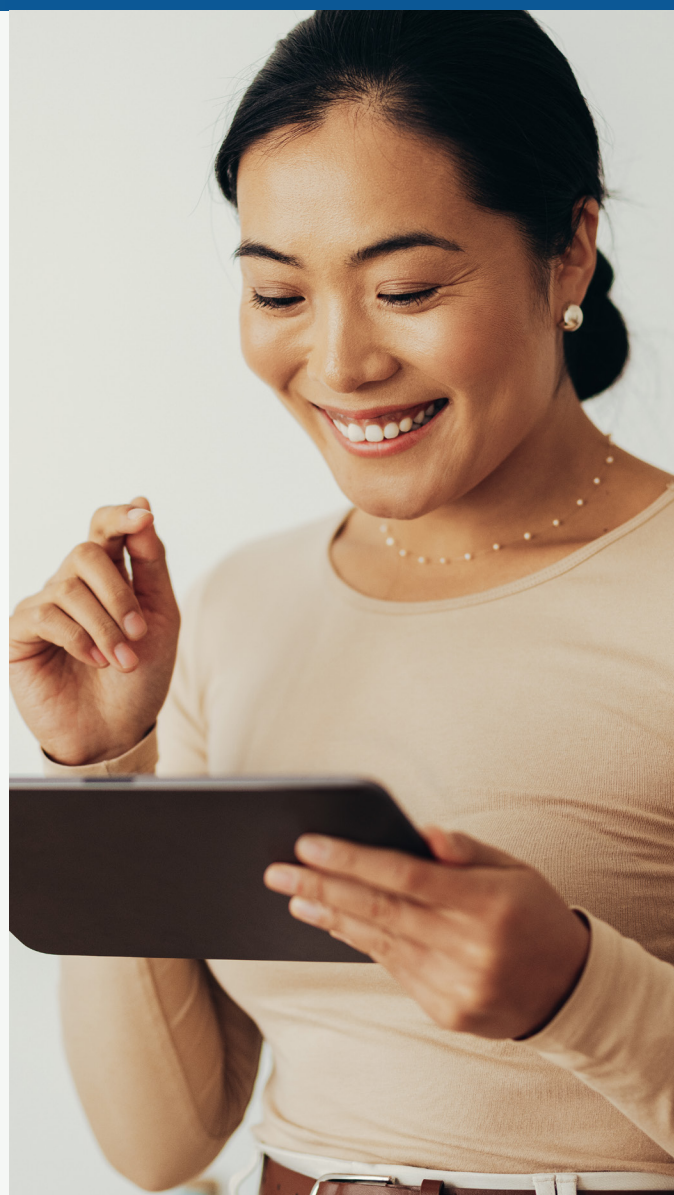


Report changes here

Call our Customer Service line to make sure that your information is up to date. You can also visit the Oregon Health Authority website to report changes: Oregon.gov/OHA/HSD/OHP/Pages/Report-Changes.aspx

You can also contact the Oregon Health Authority about your Oregon Health Plan at **800-699-9075**, TTY: 711.

Important reminder: If you or a family member no longer qualifies for OHP, please know that PacificSource offers individual and family plans as alternative coverage options.





Special conditions. Special care. Special people.

Connecting members to greater health and wellness support

Special health conditions concerning pregnancy and childbirth, emotional health, substance use, and community resources can require extra help. More importantly, it's where a THW can really make a difference.



What is a Traditional Health Worker?

Traditional Health Workers (THW) help find health and wellness services for certain types of care. Or they provide care themselves. They also supply tools and information to help you understand which services are available, and how to request them. To access the type of THW you may need, it's important to know what health conditions they can assist with.



Pregnancy, childbirth, and post-partum care:

- **Doulas** can help you make informed decisions, assist with referrals, help create a birth plan, and connect you to social services if needed.



Mental and behavioral health, substance use, and wellness:

- **Peer Support Specialists** are in recovery from addiction to alcohol or other drugs, or have experience with a mental health condition.
- **Peer Wellness Specialists** are Peer Support Specialists. They also have experience managing a physical health condition, such as diabetes, heart disease, or hearing or vision impairment.
- **Family Support Specialists** may have parented a child who experienced the foster care system, homelessness, drug or alcohol addiction, learning disabilities, or more.
- **Youth Support Specialists** are Family Support Specialists. Age 33 or younger, they also provide peer support for difficult life situations.



upport



Connection to services and community resources:

- **Community Health Workers** connect you with social services in your community, help get appointments, support chronic disease management, and share culturally relevant health information.
- **Personal Health Navigators** assist with navigation of insurance benefits, specialty care, social services, provider communication, and more.



Want to learn more?

Contact us at **888-970-2507**.



No-cost translation services

You and your family can get answers about your health in your own language. PacificSource coordinates these free services, and provides preferred language cards to anyone, without any age limitations.

No-cost interpreter services

These can be requested by your medical provider's office directly, or can be arranged by calling our Customer Service team: **800-431-4135**, TTY: 711. We accept all relay calls.

Preferred language cards

The preferred language card is designed to fit into your wallet and can help you communicate with your doctor or healthcare provider.

Here is an example:

Preferred Language Card

I speak Spanish

I need language help. Please give me a qualified or certified interpreter in my spoken language. Please note this language in your permanent records.

Thank you!

For more information about the preferred language cards, contact our PacificSource Customer Service team at **800-431-4135**, TTY: 711. We accept all relay calls.



Diabetes is preventable or can be managed. Know what your options are

Diabetes can cause many health problems. Once you have diabetes, it can only be managed, not cured. The good news is that it's treatable. A healthy diet and regular exercise to maintain a healthy weight are essential to diabetes prevention. If you want to know more about your risk and prevention, schedule an appointment to talk with your doctor. Depending on your risk, your doctor may test you and recommend regular testing.



Questions? We're glad to help!

For more information about diabetes management, we want to hear from you. Call us at **800-431-4135**. We're available Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific time.

Protect yourself against COVID-19 and Monkeypox

You have taken precautions about **COVID-19**. Now it is important for you to take precautions about the outbreak of Monkeypox. Fortunately, a vaccine called **JYNNEOS™** has been developed to combat it.

Want to learn more?

Go to the Healthwise Knowledgebase at healthwise.net/pacificsource.

COVID-19 prevention costs nothing

Research suggests that getting a vaccine and a booster dose can decrease your risk of infection and illness with COVID-19. When receiving services, you may be asked to show your PacificSource member ID card.

Questions?

Contact us if you have any questions or concerns. We're happy to help.



Heart healthy recipe: Cowboy Salad



Ingredients

- 2 cans (15 ounces each) **black-eyed peas** or **black beans**, drained and rinsed (try a mix or other types)
- 1 ½ cups **corn** (fresh, frozen, or canned, drained and rinsed)
- 1 bunch **cilantro**, chopped
- 1 bunch **green onions** (about 5 green onions), chopped
- 3 medium **tomatoes**, diced
- 1 **avocado**, chopped (optional)
- 1 Tablespoon **vegetable oil**
- 2 Tablespoons **vinegar** or lime juice
- ½ teaspoon each **salt** and **pepper**

Directions

- In a large bowl, combine all the veggies.
- In a small bowl, mix together oil, vinegar, salt and pepper.
- Pour oil mixture over veggies and toss lightly.

Notes

- Use as a filling for tacos, burritos or wraps, on a burger, over a baked potato, or as a snack with tortilla chips.
- Try adding other vegetables, such as sweet or hot peppers, cucumber, or zucchini.
- Try adding cilantro on top for more flavor.



Reprinted with permission from Oregon State University Extension Service, Food Hero. For more information and other healthy recipes, visit FoodHero.org.

Take the “Self-Care” word search challenge

G N J B B A X S I G F E U W F C L C Y L
B X F Y Y R L S T R E T C H P N D K L D
A R O M A T H E R A P Y I W C A J X Z E
W R Q O R A C L C V D S L E E P R H Y A
D E D I C A T E H Y E W B O Y A E G A T
P N M Y K G Q E S Q S E R M N V L P L I
M E D I C A T I O N I L E D E S E T P N
U R E C I U F V C J C D A A T Y A C H G
O L V W S C V O A P R D T N S H S E J A
E Y L C I W F M N G E U H C I T E N O G
F Z D I N W I H D V X C E E L L E N C T
S Q P H G D C G L P E G D E F A V O I H
Y Z E W I F O Z E N A A K M D E O C S G
T U C S W G A R S G N H L Q M H L X U I
H U S U X X Z Z K I B V Z Z Q W L F M L

See how many words you can find:

- | | | |
|--------------|----------------|------------|
| • breathe | • sing | • candles |
| • sleep | • dance | • eating |
| • healthy | • aromatherapy | • release |
| • medication | • music | • listen |
| • love | • play | • light |
| • exercise | • cuddle | • dedicate |
| • stretch | • connect | |



Questions? We're here to help.

At PacificSource, real people answer when you call. Here's when we're available:

- October 1 to January 31: Every day, 8:00 a.m. to 8:00 p.m.



800-431-4135

TTY: 711. We accept all relay calls.
En Español: 866-281-1464



Email:

CommunitySolutionsCS@PacificSource.com

Online:

CommunitySolutions.PacificSource.com



Did you know you may be eligible to get free rides to your appointments?

- Central Oregon, call **866-385-8680**
- Columbia Gorge, call **877-875-4657**
- Lane County, call **877-800-9899**
- Marion County and Polk County, call **844-544-1397**



Help improve your community's health

Share your ideas about how to improve your health plan's services, and the health of your family and community, by participating in your area's Community Advisory Council (CAC). For more info, call us: **800-431-4135**.

Benefits described in this newsletter may not apply to all members. Your plan type determines your benefits.

PacificSource Community Solutions must treat you fairly. We must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's race, color, disability, national origin, religion, sex, sexual orientation, gender identity, marital status, or age.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-431-4135, TTY: 711.

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MCD15_1022



COHC Community Advisory Council

Held virtually via Zoom

January 19, 2023

CAC Members Present:

Brad Porterfield, Chair, Consumer Representative
Elizabeth Schmitt, Vice Chair, Consumer Representative
Conor Carlsen, Consumer Representative
Elaine Knobbs-Seasholtz, Mosaic Medical
Karen Correa Vazquez, Jefferson County Health
Linda Johnson, Community Representative
Mandee Seeley, Consumer Representative
Mayra Benitez, Consumer Representative
Miranda Hill, Klamath County Public Health
Stacy Shaw, Consumer Representative, Crook County Health Strategist

CAC Members Absent:

Theresa Olander, Consumer Representative
Tom Kuhn, Deschutes County Health Services

COHC Staff Present:

MaCayla Arsenault, Central Oregon Health Council
Gwen Jones, Central Oregon Health Council
Kelley Adams, Central Oregon Health Council
Carmen Madrid, Central Oregon Health Council
Camille Smith, Central Oregon Health Council
Miguel Herrada, Central Oregon Health Council
Whitney Schumacher, Central Oregon Health Council

Support & Guests Present:

Kristen Tobias, PacificSource
Dustin Zimmerman, Oregon Health Authority
Carolyn Black, Oregon Health Insurance Marketplace

Introductions

- Brad Porterfield welcomed all attendees. To save time at the meetings, only CAC members and those who are new, changed roles, or guests will verbally introduce themselves. Everyone else will use the Chat to enter their name and role.

Land Acknowledgement

- Mayra Benitez read the Land Acknowledgement (see January packet for statement).

Meeting Practices

- Brad Porterfield reviewed the Meeting Practices and how the CAC meetings are meant to be welcoming for all (see January packet).

Public Comment/Patient Story

- Brad welcomed public comment.
- Mandee Seeley thanked Kristen Tobias for helping with a consumer in Sisters.
- Mayra Benitez has had issues with scheduling dental appointments for her children through Advantage Dental. The soonest appointment is not until May.
 - **ACTION ITEM:** Kristen Tobias will look into what is causing the long wait for dental appointments at Advantage Dental.

Approval of November Meeting Notes

- Brad Porterfield asked the CAC members in attendance to vote on approving the notes from December. There were no objections to the meeting notes, so they are approved.

CAC Member Small Group Breakout Session

- The topic for the December meeting was: New Year's Resolutions, Yes or No

Board/CAC Combined Meeting Debrief

- Brad Porterfield asked for the member's feedback on what barriers prevented attendance at the in-person meeting. Scheduling, travel time, sickness, or family emergencies were the reasons that some were not able to attend. It was suggested to hold these kinds of meetings in Redmond to help with the travel time. Brad highlighted the great attendance and participation at the monthly CAC meetings and thanked everyone.
- It was shared with the Board members that the CAC has been working on advocacy by putting together letters around workforce and reimbursement rates for periodontal and dental services. We were reminded that the CAC's service to the Board is to be a voice for Oregon Health Plan consumer issues and work together with the Board to see what can be done.
- Elizabeth Schmitt commented how impressed she was with Carmen Madrid's presentation on the grant that the Health Council is applying for to provide more funding for the community at large. Carmen stated that there will be more information to come so stay tuned.
- Stacy Shaw mentioned that the Board meeting about finances was a heavy topic. But that it was interesting to observe and see how they navigate the discussion. Mandee Seeley agreed and appreciated the persistence of questions from the Board members to

get clarity on the budget that PacificSource presented. Stacy and Mandee both voiced interest in attending another Board meeting.

- Linda Johnson appreciated the active participation of the CAC members that were present at the combined meeting. She expressed that it shows a lot of progress with the relationship of the Board and CAC members.
- Brad Porterfield brought up the handout on current Oregon legislative concepts that was shared at the combined meeting. It is a list of legislation that is currently being considered by the Oregon Legislature. The handout included legislation that involved health and human services.
 - **ACTION ITEM:** Kelley Adams will email the document to all CAC members.
- Brad asked the CAC members if they had any suggestions for combined meetings with the Board. He would like to get more consumer voices sharing with the Board particularly the emerging issue topics. Stacy would like there to be a sense that the Board and CAC are working towards the same community health goal and to avoid the “them and us” dynamic. Mandee suggested having a more social event where we would meet outside of “work” and talk more about why we are doing this work for our community.

Emerging Issues Follow Up

- Gwen Jones updated the group that the advocacy letters for reimbursement rates and workforce development in periodontal and dental services went to the Health Evidence Review Committee (HERC). She also received information on how to submit the letters to the Medicaid Advisory Committee.
- The next issue to work on will be the Non-Emergency Medical Transport (NEMT). Gwen asked the group what additional information would be helpful to know about these issues. Questions included:
 - How many rides are given under the CCO
 - Average wait times to schedule a ride
 - Average wait times for return rides
 - Average distance
 - Driver training, longevity, retention, background checks
 - Information on how to navigate the bus routes
 - Language access (translation and interpretation services)
 - Contracting process for outside transportation services
- Kristen Tobias stated that non-emergency medical transportation is a covered benefit with ModivCare so flex funds cannot be used.
 - **ACTION ITEM:** Kristen will ask if there is a list of current transportation services contracted with ModivCare.

Update on Eye Glasses Leadtime and PacificSource Community Solutions Website

- Kristen Tobias provided a follow-up on the eyeglasses lead time issue with Central Oregon Eyecare. In 2021 there were discontinued frames, supply chain issues, staffing shortages, and long standard shipping times. In 2022 there was a 3-4 week turn around to get glasses and it will progressively get better.
 - **ACTION ITEM:** Kristen will ask if Sweep Lab is used for all Oregon OHP or only for PacificSource OHP.

- Kristen shared that PacificSource Community Solutions has a new website that should be more user friendly. www.pacificsource.com/medicaid
- This new site can be translated into Spanish. Miguel Herrada pointed out that there were some translation errors that need to be corrected.
- There is also a free App that members can be downloaded. Most information can be found on the App like ID cards.
- PacificSource is encouraging members to sign up for the online member portal In Touch to get their personalized plan information.
- Karen Correa asked how members can get errors on their ID card correct (i.e. wrong last name). Dustin Zimmerman from Oregon Health Authority confirmed that those changes have to go through the state system. Carolyn Black also mentioned that if a member is working with a community partner (certified OHP application assisters) they can help with making changes.
 - **ACTION ITEM:** Kristen Tobias and Dustin Zimmerman will do more research on the best way to make changes to ID cards.
- Multiple forms are available to download on the new site including flex fund requests, interpreter services, and member appeal and hearing request forms.
- PacificSource is working on collecting demographic information from providers which includes race, ethnicity, language spoken, sexual orientation and gender identity. This information will be searchable in the provider directory in the future.
- Kristen would like to be notified if anyone finds errors and changes that should be made or has any suggestions. She will pass that information onto the marketing team.